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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent No.: 6,857,020

Issue Date: February 15, 2005

Application No.: 09/716,862

Applicant(s): Chaar et al.

Filed: November 20, 2000

Title: Apparatus, System, and Method for Managing Quality of Service-Assured E-Business Service Systems

Attorney Docket No.: YOR920000814US1

Customer No.: 29,683

Attention: Certificate of Correction Branch
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Certificate
JUN 23 2005
of Correction

Request For Certificate of Correction
(Office Mistake)
35 U.S.C. §254 (37 C.F.R. §1.322)

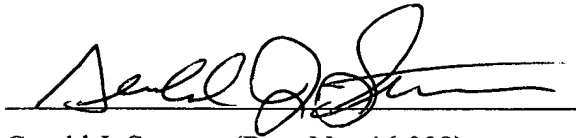
Sir:

This is a request for a Certificate of Correction (MPEP 1480) in regard to the above-identified patent. Attached is a Form PTO-1050. The mistake(s), incurred through the fault of the Patent and Trademark Office, is clearly disclosed by the records of the Office as indicated by the following description:

In Claim 21: Column 16, line 6, please delete "level agreement service" and replace with
--service level agreement-- per Examiner's Amendment in Notice of Allowability dated
10/08/2004.

The Office is requested to issue a Certificate of Correction.

Respectfully submitted,



Gerald J. Stanton (Reg. No. 46,008)

June 16, 2005

Date

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail on the date shown below in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

6/16/2005
Date

Elaine F. Mian
Elaine F. Mian

UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO : 6,857,020 B1

DATED : February 15, 2005

INVENTOR(S) : Chaar et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

IN CLAIM 21

Column 16, line 21, delete "level agreement service" and replace with --service level agreement--.

MAILING ADDRESS OF SENDER:

PATENT NO. _____

No. of additional copies

